

SECTION J – LIST OF DOCUMENTS, EXHIBITS, AND OTHER ATTACHMENTS

TECHNICAL EXHIBIT 9: ERC CALL TYPES, DESCRIPTIONS, AND CYCLE TIMES

The following table provides samples of Employee Resource Center (ERC) call types, description, and maximum allowable cycle times.

ERC Call Type	Descriptions	PWS	Cycle Time In Business Days
Incoming Shipment	Record and track incoming warehouse shipments for delivery or storage.	C.1.2	1 day
Request Above Capacity Storage	Provide cost estimate and timeline to acquire above capacity storage.	C.1.2	4 days
Non-IT Property Disposal	Dispose of property.	C.1.2.2	5 days
IT Property Disposal	Dispose of IT property.	C.1.2.2	5 days
Request for Published Products (Campus Only)	Request for published products delivery from warehouse to Campus customer.	C.1.3.2	4 days
Perform Unscheduled Pickup and Delivery	Provide special pickup and delivery of property on scheduled routes.	C.1.3.2	2 days
Perform Unscheduled Pickup and Delivery	Provide special pickup and delivery of property to locations not on scheduled routes as directed by DGR.	C.1.3.3	10 days
Repair or Adjust Furniture and Equipment	Perform repairs, adjustments, and modifications to a variety of furniture and equipment.	C.1.4	10 days
Repair Office Machines	Perform repairs, adjustments, and modifications to office machines.	C.1.4	3 days
Repair Lights – Workstation	Perform repairs of task lighting for workstations.	C.1.4	25 days
Provide Locksmith Services	Repair, re-key locks, and make keys for office furniture.	C.1.4.2	7 days
Repair of Keys/Locks Requiring Purchase	Purchase locks and keys for office furniture.	C.1.4.2	25 days
Move Boxes	Moves boxes within work area or from point to point.	C.1.5	5 days
Move Property	Move property within work area or from point to point.	C.1.5	21 days
Support Special Events, Assemblies, and Meetings	Move, rearrange, and place property.	C.1.5	5 days
Provide Other Logistics Services	Perform other services including repairing clocks, hanging bulletin boards, pictures, and signs.	C.1.5	5 days